

# Vehicle Condition Requirements



FLEET  
MANAGEMENT



## 1.0 End of Lease

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At the end of your lease agreement with Toyota Fleet Management, the condition of your vehicle will be assessed by an independent third party, taking into account the number of kilometers travelled.

This guide will be used by TFM to assess the condition of the vehicle to ensure it is consistent with the lessee's obligation to maintain the vehicle in accordance with its lease.

These guidelines outline the acceptable Fair Wear and Tear for a passenger vehicle that has travelled less than 100,000 kilometers. Please note that it is not exhaustive and that any matters not referred to will be assessed by TFM acting reasonably.

## 2.0 Checklist

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### End of agreement checklist:

- All sets of keys are returned.
- Service manual and Owner's manual is in the glove compartment.
- Repair all damage caused by impact that is 'unacceptable' in the Fair Wear and Tear Guidelines.
- The vehicle's servicing requirements are up to date and in accordance with the manufacturer's specifications.
- The vehicle has been cleaned.
- The tyre pressure is set to the manufacturer's specifications.
- All removable items that we supplied with the vehicle or placed in their original position.
- Any sign writing has been removed from the vehicle and any damage caused to the exterior paintwork has been repaired.

## 3.0 Common Areas of Fair Wear and Tear

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- **Front Bar (Corners):** Scrapes and scratches.
- **Bonnet:** Stone chips.
- **Roof:** Dents and scratches.
- **Boot Lid:** Dents and scratches.
- **Front Guards:** Dents, stone chips and scratches.
- **Front Doors:** Dents, scratches, bent edges.
- **Rear Doors:** Dents, scratches, bent edges.
- **Rear Quarter Panels & Fuel Door:** Dents and scratches.
- **Rear Bar:** Scrapes and scrapes (sides) and dents.

### Seats, Upholstery, Carpet and Luggage Area

#### Acceptable

- Fading caused by normal exposure to sunlight.
- Stains that can be removed by steam cleaning.

#### Unacceptable

- Burns, cuts, rips and tears
- Stains that can't be removed (soil, solvent, paint).
- Damage to seat structure.
- Damage to boot lining.
- Mismatched colours.
- Excessive odour.



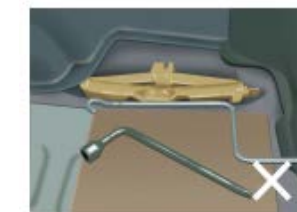
### Accessories and Equipment

#### Acceptable

- Removal of any accessory fitted at the customer's expense provided this does not cause any damage to the vehicle.

#### Unacceptable

- Broken aerial.
- Removal of accessories fitted by Toyota Finance.
- Missing cigarette lighters, badges, knobs, trims, tools, jack, spare wheel, spare tyre, service books, CD stacker, cartridge, tow bar, mud flaps and tonneau cover.



### Glass, Lights and Mirrors

#### Acceptable

- Light scratching and minor chipping of windscreen or lights.



#### Unacceptable

- Broken mirror glass, lights or surrounds.
- Damage to electrics in front or rear screens.
- Any damage to lights and glass considered a WOF defect.



### Bumpers and Mouldings

#### Acceptable

- Minor scuffing and scratches to less than 100mm in length.
- Minor stone pitting/dents less than 10mm in diameter.



#### Unacceptable

- Broken bumpers and mouldings.
- Cracked bumpers
- Misalignment
- Gouging
- Paint chips



### Underbody

#### Acceptable

- Minor scratches and scrapes.

#### Unacceptable

- Oil leaks
- Extensive rust
- Damaged exhaust system
- Poor repairs
- Twisted or bent chassis
- Any damage to underbody considered a WOF defect



### Dashboard, Fascia and Trim

#### Acceptable

- Moderate scratches/markings up to 100mm long
- Fading caused by normal exposure to sunlight
- Stains that can be removed by steam cleaning



#### Unacceptable

- Scratches over 100mm long
- Burns
- Holes or damage caused by fitting or removal of Accessories.
- Missing items/accessories (radio, ashtray, cup holder).



### Tyres, Wheels and Trim (including spare)

#### Acceptable

- Minor scuffing and scratches to less than 10% of wheel, trim or allow surface.

#### Unacceptable

- Broken/cracked tyres and wheel rims
- Mismatched tyres and wheel trims
- Tyres that do not meet WOF standards
- Uneven tyre wear
- Replacement tyres/wheels that don't meet manufacturer recommendations
- Excessive kerb damage



### Bodywork

#### Acceptable

- Dents not exceeding a depth of 2mm and a diameter of 20mm
- Minor stone pitting



#### Unacceptable

- Exposure of undercoat or metal
- Hail damage
- Scrapes/deep scratches
- Misaligned panels
- Distortions



**For more information  
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